

County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

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October 24, 2006

TO: Each Supervisor

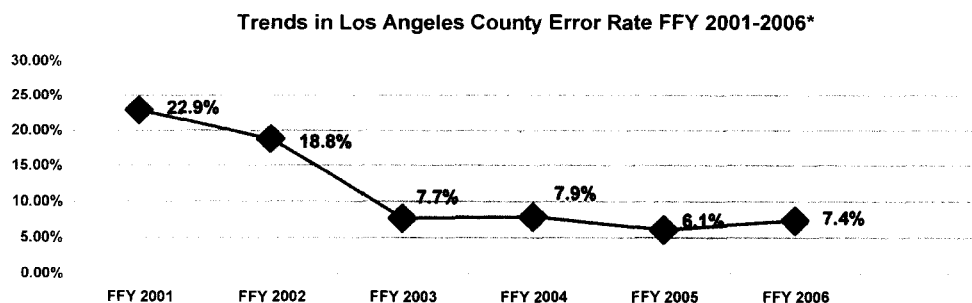
FROM: Bryce Yokomizo, Director

SUBJECT: **BOARD OF SUPERVISORS MOTION: L.A. COUNTY FOOD STAMP
ERROR RATE PROGRESS REPORT
(BOARD ORDER #38 – APRIL 24, 2001)**

This is to provide your Board with a quarterly progress report on the Los Angeles County Food Stamp error rate for Federal Fiscal Year (FFY) 2006. Representatives from the Chief Administrative Office have reviewed and concur with the information in this report. Representatives from the Auditor-Controller have reviewed and agree with the FFY 2006 Quality Control (QC) data included in the Error Rate section of this report.

ERROR RATE

The Department's preliminary QC error rate for the first eight months of FFY 2006 (October 2005 through May 2006) is 7.4% as shown on the chart below. The results show an increase in the error rate from the prior fiscal year due to a significant increase in participant caused errors. My Department has a number of corrective action activities underway to aid in reducing the participant error rate as Food Stamp payment accuracy continues to be a top priority in the Department.



Source: State Quality Control System Reports
* Preliminary

"To Enrich Lives Through Effective And Caring Service"

DPSS continues to monitor internal payment accuracy through audits in each district office, and the offices are ranked based on these reviews (see attachment). District managers are held accountable for their error rate performance.

CORRECTIVE ACTION ACTIVITIES UNDERWAY

My Department experienced spikes in the error rate in March and April 2006. As a result, we received a letter from Cliff Allenby, Interim Director, California Department of Social Services, dated September 19, 2006, expressing concern and offering assistance with corrective action. The Department is collaborating with the State on training case reviewers. The Department is also partnering with the State on presentations to eligibility staff to heighten awareness of payment accuracy.

New corrective actions in progress include the following:

- Deliver Earned Income Training to reinforce earned income policy.
- Provide eligibility staff with listings to correct error prone areas.
- Develop a reference guide to assist in correctly completing LEADER screens.
- Produce a Reporting Responsibilities Video for participants.
- Send questionnaires to households who have reported no changes over a period of time.
- Mail flyer to participants on the importance of reporting responsibilities.
- Provide listing of participants with IHSS earnings.

FOOD STAMP SANCTION/REINVESTMENT

California and Los Angeles County still has \$25 million "at risk" through FFY 2007, if the Food Stamp error rate goes above 7.4%. California's error rate for FFY 2005, at 6.38%, did not exceed the 7.4% target, and the State presented Los Angeles County with an award for assisting in achieving this low error rate at a California Food Stamp Program Conference on September 26, 2006.

I will continue to keep your Board advised with quarterly reports on the Food Stamp error rate.

BY:ps

Attachment

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors
Auditor-Controller

LOS ANGELES COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES
Research, Evaluation and Quality Assurance Division
Quality Assurance Program Review
Agency Only Food Stamp Payment Error Rates by District

FFY 2006

	Oct. 2005	Nov. 2005	Dec. 2005	Jan. 2006	Feb. 2006	Mar. 2006	Apr. 2006	May 2006	June 2006	Oct. 2005- June 2006	Position
GR SPECIALIZED DISTRICTS											
Civic Center	0.52%	0.00%	0.00%	0.36%	0.00%	0.42%	2.37%	0.00%	0.00%	0.41%	1
Wilshire Special	0.00%	0.00%	4.36%	0.68%	0.00%	0.39%	0.00%	2.01%	4.25%	1.24%	2
South Special	0.32%	0.00%	0.00%	6.72%	6.05%	1.08%	0.00%	1.14%	1.39%	1.96%	3
Southwest Special	**	1.44%	1.75%	0.77%	3.56%	2.21%	2.74%	3.52%	2.01%	2.20%	4
Metro Special	2.28%	1.67%	0.60%	4.23%	6.01%	0.62%	0.14%	3.15%	1.63%	2.28%	5
Rancho Park	3.68%	1.40%	0.74%	0.84%	0.00%	8.92%	8.89%	4.65%	10.83%	4.06%	6
ALL OTHER DISTRICTS											
Lincoln Heights	0.32%	1.72%	2.21%	0.77%	0.00%	0.00%	0.50%	1.48%	0.62%	0.88%	1
Paramount	0.16%	0.66%	0.00%	0.52%	2.06%	0.90%	0.67%	0.59%	2.42%	0.89%	2
Metro Family	1.93%	1.82%	2.27%	2.14%	2.16%	0.27%	0.00%	0.00%	0.20%	1.34%	3
Norwalk	1.50%	0.49%	3.07%	0.21%	1.65%	2.25%	1.57%	1.89%	0.00%	1.42%	4
Belvedere	3.95%	0.83%	2.74%	1.55%	0.29%	1.14%	2.09%	0.48%	1.05%	1.59%	5
Florence	1.11%	0.00%	0.24%	3.70%	1.99%	1.60%	2.88%	0.34%	3.66%	1.70%	6
San Gabriel Valley	0.85%	3.19%	0.56%	0.81%	1.65%	1.09%	3.20%	2.89%	2.40%	1.74%	7
Metro North	1.12%	4.58%	2.93%	0.56%	0.49%	0.43%	1.25%	0.99%	3.59%	1.81%	8
El Monte	2.06%	2.19%	3.16%	0.73%	1.40%	0.30%	0.35%	4.14%	2.92%	1.88%	9
South Central	2.65%	1.98%	3.14%	1.48%	1.53%	2.03%	1.78%	2.09%	1.74%	2.06%	10
Metro East	1.60%	4.77%	2.56%	2.03%	1.18%	2.48%	2.24%	0.86%	2.25%	2.25%	11
West Valley*	0.72%	3.56%	3.24%	2.55%	1.19%	2.90%	1.98%	4.23%	0.90%	2.34%	12
Glendale	2.29%	4.57%	0.29%	1.71%	0.64%	2.00%	1.70%	2.75%	6.12%	2.37%	13
Cudahy	2.99%	3.30%	1.90%	2.99%	1.17%	2.51%	4.22%	4.01%	0.46%	2.57%	14
East Valley*	3.93%	1.64%	4.45%	1.81%	3.18%	3.42%	2.12%	1.06%	1.99%	2.73%	15
Compton	3.51%	2.49%	2.63%	2.82%	2.61%	3.18%	2.53%	2.92%	3.51%	2.90%	16
Pomona	2.51%	2.71%	5.75%	1.32%	4.33%	3.65%	1.00%	3.87%	3.06%	3.10%	17
South Family	2.00%	3.51%	2.18%	5.38%	3.41%	1.90%	4.86%	4.38%	3.46%	3.40%	18
Lancaster	2.64%	1.01%	4.11%	4.71%	3.86%	2.71%	2.92%	3.60%	6.97%	3.47%	19
Exposition Park	6.37%	3.15%	1.50%	5.95%	5.04%	2.33%	1.19%	3.67%	1.69%	3.48%	20
Southwest Family	2.55%	2.60%	5.30%	5.71%	5.02%	3.13%	1.33%	3.06%	3.01%	3.61%	21
West Los Angeles	7.17%	4.77%	1.68%	2.65%	2.35%	5.68%	4.73%	4.23%	5.53%	4.27%	22
Pasadena	3.95%	1.42%	7.59%	5.38%	5.59%	3.28%	3.83%	7.28%	2.59%	4.46%	23
Total	2.38%	2.31%	2.59%	2.71%	2.58%	2.09%	2.06%	2.61%	2.76%	2.45%	

* Includes branch office

** Southwest Special was exempt from the October 2005 QA Audit due to its move